

Device Trade-In Program for Verizon Wireless Business Customers

THESE TERMS AND CONDITIONS STATE IMPORTANT REQUIREMENTS ABOUT YOUR RIGHTS AND OBLIGATIONS AND VERIZON WIRELESS'S IN CONNECTION WITH THE DEVICE TRADE-IN PROGRAM FOR VERIZON WIRELESS BUSINESS CUSTOMERS.

PLEASE READ THEM CAREFULLY. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT CONTINUE WITH YOUR DEVICE TRADE-IN OR SHIP DEVICES TO VERIZON WIRELESS

These terms and conditions (the "Agreement") govern the provision of the Device Trade-In Program solely for Verizon Wireless business customers (the "Program"). This Agreement is made between you as our business customer ("You", "Your", "or "Customer") and Cellco Partnership d/b/a Verizon Wireless ("Verizon Wireless," "we," "our"). You are deemed to have accepted the Agreement by ordering through or using the Program, or by Your verbal, written or online acknowledgement. This Agreement includes the terms below, plus any specific elements of the Program (including pricing) described in the information made available to You when placing and confirming Your Order, as well as our Acceptable Use Policy at verizon.com/about/terms-conditions/acceptable-use-policy, Website Terms of Use at <https://www.verizonwireless.com/support/website-use-legal/>, Privacy policies located at www.verizon.com/about/privacy/, and other applicable policies set forth at verizon.com/terms. By accepting these terms and conditions, You agree that 1) You are duly authorized to recycle the devices that are the subject of this Order; 2) You have received all necessary approvals to recycle these devices; 3) You or Your company or the governmental entity You represent owns the devices; 4) no device has been reported as lost or stolen or encumbered by a secured financial obligation; and 5) if you are governmental entity that qualifies for the Program, recycling these devices does not violate rules governing the disposal of government property.

THIS AGREEMENT REQUIRES THAT YOU MAINTAIN SERVICE WITH VERIZON WIRELESS UNDER YOUR WIRELESS SERVICES MASTER AGREEMENT ("MASTER AGREEMENT"). ALTHOUGH YOUR MASTER AGREEMENT IS A SEPARATE DOCUMENT, EXCEPT AS PROHIBITED BY APPLICABLE LAW, THE WAIVERS AND LIMITATIONS OF LIABILITY, DISCLAIMER OF WARRANTIES, AND OTHER PROVISIONS OF YOUR MASTER AGREEMENT ARE INCORPORATED BY THIS REFERENCE IN THIS AGREEMENT, AND SHALL SURVIVE TERMINATION OF YOUR MASTER AGREEMENT. ADDITIONALLY, ANY DISPUTES UNDER THIS AGREEMENT SHALL BE RESOLVED IN ACCORDANCE WITH THE DISPUTE RESOLUTION PROVISIONS IN YOUR MASTER AGREEMENT. **SPECIFICALLY, YOU AND VERIZON WIRELESS BOTH AGREE TO RESOLVE ALL DISPUTES UNDER THIS AGREEMENT ONLY BY ARBITRATION OR SMALL CLAIMS COURT AND YOU WAIVE ANY RIGHT TO A JUDGE OR JURY IN ANY ARBITRATION.**

IF YOU ARE A PUBLIC SECTOR CUSTOMER, THIS PROGRAM IS ONLY AVAILABLE UNDER THE TERMS AND CONDITIONS OF THE CONTRACT UNDER WHICH YOU PURCHASE WIRELESS SERVICE AND THIS AGREEMENT DOES NOT APPLY. PLEASE VERIFY DEVICE TRADE-IN AVAILABILITY FOR YOUR AGENCY UNDER YOUR CONTRACT.

Program Description. The Program allows You to recycle or repurpose wireless devices and receive a credit against Your trade-in order ("Order") (if qualifications are met). The credit amount is based on the number and type of devices You trade in, whether one or multiple devices are traded in the same transaction, as well as the condition of devices you provided in the Order. Shipping supplies, including a prepaid mailing label and shipping kit, will be mailed to you within 5-7 days or you can print a shipping label in My Business to use to send in your trade-in devices. You acknowledge and understand that (1) devices You trade in using this Program cannot be returned to you even if you do not receive a credit for them, (2) if you fail to delete Content prior to shipping as required Your device it cannot be recovered, and (3) if you fail to remove the Cards before shipping as required the device they will not be returned.

Eligibility. To be eligible for the credit, all devices must be received by Verizon Wireless within 90 days of Your acceptance of these terms ("Return Period") and You must meet certain requirements. You understand and acknowledge that failure to satisfy these requirements means You will be ineligible for the trade-in credit. The requirements are as follows:

- You must delete all personal info & data, including pictures ("Content").
- You must remove & retain all accessories, such as memory or SIM cards ("Cards").

- You must “unlock” the device(s) by disabling/turning off all password-protected security features (e.g., Find My iPhone or Kill Switch).”
- You must remove a damaged battery (to the extent it is removable) & dispose of it properly. If the battery is damaged and not removable, the device is ineligible.
- You must either affix the Verizon-provided label to the box you ship the device in or return the device using the label and shipping kit provided by Verizon.
- The make, model &/or condition of the shipped device(s) must match what You described when You completed your Order(s).
- You must satisfy the conditions associated with the promotion under which You created your Order to receive a promotional credit.
- You return or exchange the device(s) that was required to be eligible for the promo value.

At its sole discretion, Verizon Wireless may also deem Your device ineligible if: (1) Your device never arrives at Verizon Wireless, (2) Your device arrives after the Return Period, or (3) it determines that Your device(s) was reported as lost or stolen, purchased with government funds, or constitutes government property.

Device Value. The final value of the used devices will be determined at inspection. The total value of the Order is subject to change based on the condition of the devices shipped and conforming to the Make/Model listed in the Order.

Credits. If the device is eligible for trade-in, credit with either be based on the market value of the device(s) at the time of the Order or the applicable promo order at the time the promo was created (“Credit Value”). If the trade-in devices identified in the Order are not received by Verizon Wireless within the Return Period, any instant credits applied to Your Order will be reversed. You will receive a charge to Your account in the amount of the applicable “Credit Value.” If a device is received that does not meet the qualifications of the promo, the promo value will be removed and You will be given the market value of the device. If a credit adjustment is made to a device due to condition or model change, Verizon Wireless will provide the reason. If Your trade-in device does not qualify for a promo credit, but qualifies for a market value credit, Your trade-in credit will appear on Your Verizon Wireless account within 2 bill cycles of your devices being processed.

Complete Agreement. The Agreement comprises the terms that apply to this Program and supersedes all previous agreements, proposals or representations related to the Program. If there is a conflict of terms regarding this Program and other agreements you have with Verizon Wireless or its affiliates then this Agreement shall control with respect to device trade-in.